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ABSTRACT

The Adult Basic Education Tele-teacher (ABET) was designed by Rio Salado Community College (RSCC) to provide easily accessed, private assistance to adult basic education (ABE) students throughout Maricopa County (Arizona). Steps in implementing the project included the following: (1) an 800 number with call waiting capabilities was installed; (2) a certified adult education instructor with proficiency in language arts, reading, mathematics, social sciences, and science was trained to encourage students to explain specifically and completely their questions and concerns, to direct students to the solution rather than providing the answer, and to remain positive and encouraging at all times; and (3) information about the ABET was disseminated to ABE directors, ABE teachers, libraries, and community organizations. Between September 8, 1986 and May 19, 1987, 160 calls were received, with many of the callers requesting information about class locations and times. In general, the helpline was used much less than projected. Based on lack of use, it was recommended that ABET be discontinued. Sample promotional materials are appended. (EJV)

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RIO SALADO COMMUNITY COLLEGE

ADULT BASIC EDUCATION PROGRAM
640 North 1st Avenue
Phoenix, Arizona 85003

FINAL REPORT

for

ABET: ADULT BASIC EDUCATION TELE-TEACHER

A 310 / Special Demonstration Project

1986 - 1987

Project Director: Mary I. Vanis, Associate Dean of Instruction

Project Coordinator: Karen L. Mills

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MARICOPA COMMUNITY COLLEGES

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A B E T

Adult Basic Education Tele-teacher

Adult Basic Education programs have worked very hard at identifying the reasons adult students have for not attending classes. As a result, most programs make every effort to offer their services in convenient locations and during prime times. This flexibility and adaptability have surfaced as major strengths of adult basic education programs. Additionally, there continues to be improvement in curriculum and refinement of materials; however, strategies and techniques for providing that extra reassurance to the unsure, insecure adult needs, is less advanced.

The purpose of the telephone helpline was to provide an easily accessed yet private assistance to adult basic education students throughout Maricopa County.

IMPLEMENTATION

OBJECTIVE #1: To assist in the implementation of and retention in adult basic education classes in Maricopa County by providing a telephone tutor service, ABET (Adult Basic Education Tele-teacher).

1a. Installation: Countywide accessibility was achieved by installing a Phoenix business number (Attachment 1).

Capabilities: Call waiting permitted the instructor to respond to two calls at a time.

1b. Marie Smith, an Arizona Adult Education certificated instructor with demonstrated proficiency in the areas of language arts, reading, mathematics, social studies, and science, was the tele-teacher. Training included three major areas: 1) encouraging students to explain specifically and completely the area or questions causing concern; 2) strategies for directing the student to the solution as opposed to simply doing the problem for him/her; and 3) the necessity of remaining positive and encouraging at all times. A simple "log" was designed that would allow Marie to record the date a call was made as well as who the caller was, where he/she attended class, and the information being requested (Attachment 2).

1c. September 1, 1986 had been targeted for installation and activation of the helpline. The five directors for the Adult Basic Education programs in Maricopa County were contacted and informed of the start-up date of the helpline and the hours for utilization (Monday and Thursday 6:00 p.m. - 9:00 p.m. and Saturdays 9:00 a.m. - Noon). Because initial participation was less than anticipated, a follow-up letter (Attachment 3) was sent to the Maricopa County ABE Directors along with multiple copies of a flyer (Attachment 4) for the distribution to students. A bookmark-size and weight flyer (Attachment 5) was designed and 10,000 were printed and distributed in November to ABE teachers (to be given to their adult students), libraries and community organizations.

OBJECTIVE #2 To provide technical assistance and information to other interested adult basic education programs who want to develop a similar system in their community, county, or state.

The Rio Salado Community College Adult Basic Education Program welcomes the opportunity to share information about special projects with other local, state, or national agencies. Upon request, the RSCC ABE Program will participate in oral or written communications about the implementation of this project.

EVALUATIVE SUMMARY

The following information was compiled for the period September 8, 1986 through May 19, 1987, from the monthly logs of incoming calls:

1. Total number of calls 160 (32% of the projected 500)

2. ABE Class or geographic locations of callers:

Glendale Community College	Scottsdale
GateWay Community College	Paradise Valley
Phoenix Community College	Towers Jail
Garrett Turbine Engine Company	Chandler
Tempe	South Mountain Community College
Buckeye	Mesa
WIDP/City of Phoenix/DES	Deer Valley
Madison Jail	Westridge Mall

3. In addition to requesting information about ABE class locations and times, there were questions about the TOEFL as well as specific concerns in each of the following areas:

-Mathematics (to include algebra and geometry)
-Social Studies
-Vocabulary and spelling

While all were informed of the service, students from programs other than the RSCC ABE Program did not actively participate in the teleteacher project. In general, utilization of the helpline was much less than projected and inquiries were fairly usual, making it virtually impossible to target specific areas for further curriculum development.

Timelines were met and promotional materials were made available to students in all five Maricopa County Adult Basic Education Programs. Teachers in the programs were encouraged to work in partnership with the helpline; and yet, actual use fell strikingly short of projections.

RECOMMENDATIONS

While a telephone helpline has been a proven and viable student support alternative in other educational systems, it was unsuccessful in the Maricopa County ABE delivery system. The large number of sites and the reluctance many teachers have for assigning homework may have contributed to the general lack of usage of the hotline.

Recommendations that would result in active and extensive use of the helpline include:

-all programs using the same books and materials

-allowing students to take books home.

While use of the helpline was minimal, one could never minimize the benefits to those students who did use it. However, usuage did not justify cost, so the overall recommendation is to discontinue ABET: Adult Basic Education Teleteacher.

A T T A C H M E N T S

1. Zone chart for free or local dialing
2. Sample log page used to record calls
3. Letter to ABE Program Directors in Maricopa County
4. Flyer
5. Bookmark

Local calling

The columns in the chart list all the telephone prefixes in the Phoenix metropolitan area. Your telephone prefix is the first three digits in your telephone number. For example, if your telephone number is **231-0000**, your prefix is **231**.

Each prefix is followed by a letter which corresponds to a letter on the map showing the zone in which the prefix is located.

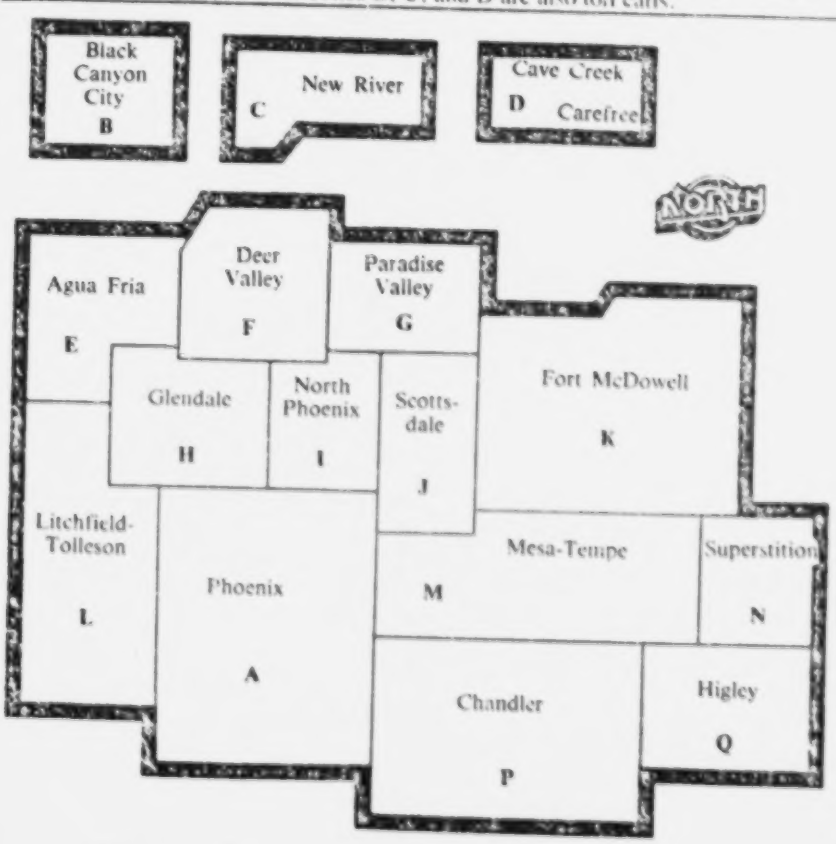
* **Local calling** Free dialing zone or local calls may be completed to those prefixes located in the same zone and those immediately next to the zone from which the call is being placed. For example, if you are calling from Zone A, the zones immediately next to Zone A are Zones H, I, J, L, M, and P. From Zone A, you can make local zone calls (toll free dialing) to all of those zones as well as within Zone A. Customers in Zones B, C, and D may make toll free local calls only within their same zone.

Inter-Zone calling Each zone has designated zones to which inter-zone calls can be placed. See chart below to determine if your call would be considered an inter-zone call.

From Zone	Inter-Zone Calls to
A	E, F, G, K, N, Q
E	A, I, J, M, P
F	A, J, L, M, P
G	A, H, L, M, P
H	G, J, K, M, N, P, Q
I	E, K, L, M, N, P, Q
J	E, F, H, L, N, P, Q
K	A, H, I, L, P
L	F, G, I, J, K, M, N, P, Q
M	E, F, G, H, I, L
N	A, H, I, J, L, P
P	E, F, G, H, I, J, K, L, N
Q	A, H, I, J, L

To make an inter-zone call, dial **1 + the seven digit telephone number.** A charge applies for inter-zone calls. When calling from public phones or for collect, Calling Card, or person-to-person interzone calls, dial **"0" Operator.** Should you reach a wrong number, hang up immediately and report the call to the Operator so that you will not be charged for the call.

Long distance calling All calls placed to zones not in your toll free dialing or inter-zone areas (as in chart above) are long distance calls. All calls to and from zones B, C, and D are also toll calls.



Phoenix metropolitan area

222 A	255 A	435 H	839 M	895 M	964 M
224 A	256 A	437 A	840 J	899 P	965 M
225 A	257 A	438 M	841 H	921 M	966 M
226 A	258 A	439 F	842 H	924 M	967 M
227 A	259 A	465 C	843 H	926 M	968 M
228 A	260 A	481 J	844 M	931 H	969 M
229 A	261 A	482 I	846 H	932 L	971 I
230 A	262 A	483 J	848 H	933 H	972 H
231 A	263 A	484 A	849 L	934 H	973 H
232 A	264 A	488 D	853 L	935 L	974 H
233 A	265 A	561 F	856 L	936 L	975 H
234 A	266 A	563 I	860 J	937 H	977 H
235 A	267 A	566 E	861 I	938 H	978 H
236 A	268 A	569 G	862 I	939 H	979 H
237 A	269 A	581 F	863 I	941 J	981 N
238 A	270 A	582 F	864 I	942 I	982 N
239 A	271 A	583 E	866 I	943 I	983 N
240 A	272 A	584 E	867 I	944 I	984 N
241 A	273 A	585 G	869 I	945 J	985 N
242 A	274 A	588 H	870 I	946 J	986 N
243 A	275 A	589 H	872 H	947 J	987 Q
244 A	276 A	820 M	873 L	948 J	988 Q
245 A	277 A	821 P	876 H	949 J	989 J
246 A	278 A	827 M	877 L	951 J	991 J
247 A	279 A	829 M	878 H	952 J	992 I
248 A	285 A	830 M	879 I	953 J	993 I
249 A	345 M	831 M	890 M	954 A	994 J
250 A	371 I	832 M	891 N	955 A	995 I
251 A	374 B	833 M	892 M	956 A	996 J
252 A	375 H	834 M	893 M	957 A	997 I
253 A	431 M	835 M	894 M	961 P	998 J
254 A	433 A	837 K	895 P	962 M	
	434 H	838 M	897 M	963 P	

Attachment 2

SEPTEMBER HELPLINE

	TIME	CALLER	QUESTIONS/COMMENTS
Sunday 14			
Monday 15		NO CALLS	
Tuesday 16	7:00	FRIEND OF STUDENT AT SOUTH MT. C.C.	INFORMATION RE: GED CLASSES
Wednesday 17			
Thursday 18		NO CALLS	
Friday 19			
Saturday 20	9:30-9:40	Robin, PHX COLLEGE	NEEDED ENCOURAGEMENT AND HELP WITH MATH
	11:02- :05	Robin, PHX COLLEGE	ADDITIONAL MATH QUESTIONS

Attachment 3

RIO SALADO
COMMUNITY COLLEGE
640 North 1st Avenue
Phoenix, Arizona 85003
(602) 256-7722

October, 1986

Dear ABE/GED Instructor:

The RIO SALADO ABE/GED STUDENT HELPLINE has been in operation for several weeks, but the response has been less widespread than expected. Perhaps we can't compete with Monday night football, perhaps the students already "have all the answers," or perhaps our assumption that many students study at home is too optimistic.

We would appreciate your suggestions and effort to make this service effective and more frequently used.

May we also request that you share the enclosed flyers with each of your classes so that both new and returning students are reminded of the availability and value of the HELPLINE.

Thank you!

Karen L. Mills

Karen L. Mills, Associate Director
Adult Basic Education

P.S. If YOU have suggestions for the use or improvement of the program, why not call the HELPLINE yourself (437-2079)?

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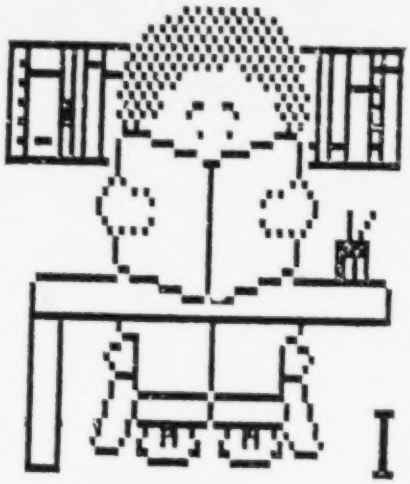

"I UNDERSTAND IT IN CLASS, BUT WHEN I GET HOME I HAVE QUESTIONS!"

SOUNDS FAMILIAR? THEN THE

RIO SALADO

ABE/GED HOTLINE CAN HELP.
FOR ANSWERS TO YOUR
SPECIFIC QUESTIONS, CALL

437-2079

6-9 P.M. MONDAY/THURSDAY
9 A.M. TO NOON SATURDAY.

Got a question you forgot to ask in class?

Call the Telephone Tutor

437-2079

Telephone Tutor
☎ 437-2079

The **Telephone Tutor** is a student helpline to assist you with your questions when you are not in class. This convenient telephone service is available to all Maricopa County residents who are enrolled in a Basic Skills, GED or ESL program.

From the privacy of your own home the **Telephone Tutor** can:

- provide general information about Basic Education Programs throughout the county
- help you figure out a math problem
- answer questions about science, social studies, language arts and many other classroom related problems

HOURS: 6 p.m. - 9 p.m. Mondays and Thursdays
9 a.m. - 12 noon Saturdays
Closed holidays

RIO SALADO COMMUNITY COLLEGE

MARICOPA COMMUNITY COLLEGES

ERIC Clearinghouse for Junior Colleges NOV 20 1987